



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

TDS Metrocom, LLC
for quarter ending June 30, 2012

| Performance Data | April | May | June | Quarterly Average |
|--|----------|----------|----------|-------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)] | 9.30 | 9.80 | 9.70 | 9.60 |
| B. Operator Answer Time - Information [730.510(a)(1)] | 9.30 | 9.80 | 9.70 | 9.60 |
| C. Repair Office Answer Time [730.510(b)(1)] | 50.00 | 60.00 | 57.00 | 55.67 |
| D. Business or Customer Service Answer Time [730.510(b)(1)] | 26.00 | 26.00 | 26.00 | 26.00 |
| E. Percent of Service Installations [730.540(a)] | 100.00% | 100.00% | 100.00% | 100.00% |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 27.50% * | 28.30% * | 21.70% * | 25.80% * |
| G. Trouble Reports per 100 Access Lines [730.545(a)] | 2.80 | 3.50 | 3.20 | 3.17 |
| H. Percent Repeat Trouble Reports [730.545(c)] | 0.20% | 0.20% | 1.10% | 0.50% |
| I. Percent of Installation Trouble Reports [730.545(f)] | 7.78% | 4.69% | 4.56% | 5.68% |
| J. Missed Repair Appointments [730.545(h)] | 0 | 0 | 0 | 0 |
| K. Missed Installation Appointments [730.540(d)] | 0 | 0 | 0 | 0 |

Comments



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